



TENNESSEE STATE BOARD OF ARCHITECTURAL AND ENGINEERING EXAMINERS
500 JAMES ROBERTSON PARKWAY 3RD FLOOR
NASHVILLE, TENNESSEE 37243-1156
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The Board is committed to providing our customers prompt and efficient service. Please let us know how you think we're doing by completing the survey below.

What was the nature of your most recent (within the past three months) contact with our office?

- | | |
|--|---|
| <input type="checkbox"/> Application via Examination | <input type="checkbox"/> Continuing Education |
| <input type="checkbox"/> Application via Comity | <input type="checkbox"/> Complaint/Enforcement Issues |
| <input type="checkbox"/> Renewal of Registration | <input type="checkbox"/> Law/Rule/Policy |
| <input type="checkbox"/> Status of Registration | <input type="checkbox"/> Other _____ |

Name of Board Employee (if applicable) _____

- | | | | | |
|---------------------------------|--------------------------------|----------------------------------|-----------------------------------|------------------------------|
| Staff was courteous and helpful | <input type="checkbox"/> Agree | <input type="checkbox"/> Neutral | <input type="checkbox"/> Disagree | <input type="checkbox"/> N/A |
| Staff provided complete and | | | | |
| Accurate information | <input type="checkbox"/> Agree | <input type="checkbox"/> Neutral | <input type="checkbox"/> Disagree | <input type="checkbox"/> N/A |
| A timely response was provided | <input type="checkbox"/> Agree | <input type="checkbox"/> Neutral | <input type="checkbox"/> Disagree | <input type="checkbox"/> N/A |
| Overall experience was positive | <input type="checkbox"/> Agree | <input type="checkbox"/> Neutral | <input type="checkbox"/> Disagree | <input type="checkbox"/> N/A |

Were you able to obtain the information you needed from your contact with the Board office?
☐ Yes ☐ No

When using the web site, how would you rate its usefulness and manageability?

- | | |
|---|--|
| <input type="checkbox"/> Excellent/Very User-Friendly | <input type="checkbox"/> Fair/Somewhat User Friendly |
| <input type="checkbox"/> Good/User Friendly | <input type="checkbox"/> Poor/Not User-Friendly |

Did you find the information you needed from the web site? ☐ Yes ☐ No

Have you ever filed a complaint against a registrant of the Board?
☐ Yes ☐ No

Do you feel your complaint was handled professionally? ☐ Yes ☐ No

Do you feel your complaint was handled in a timely manner? ☐ Yes ☐ No

Which customer group best describes your relationship with the Board?

- | | |
|---|---|
| <input type="checkbox"/> Registrant | <input type="checkbox"/> Government Official Agency |
| <input type="checkbox"/> Applicant | <input type="checkbox"/> General Public |
| <input type="checkbox"/> Complainant | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Trade Association/Business Group | |